Automation

Service Name: SQL/File Maker Applications

1. Service Description: U.S. Army Garrison, Fort Detrick provides technical management support for maintenance of SQL/FileMaker Pro web applications. The technical administrators assists developers with development of interface scripts, database problems, implementation of database modifications, interfaces with other operational systems, capacity planning, application upgrades, migration of objects from development to test and test to production, database change management, and migration to new hardware and operating system upgrades.

a. SQL Applications supported are:

> SFQ-Web (Stanfins Query),
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> PIRS-Web (Permits and Inspection Requirements System),
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> EMTS (Executive Management Tracking System).
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> AIRS-Web (Automated Integrated Requirements System,
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> AAS-Web (Automated Acquisition System,
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> AIRS/SPS Adaptor Interfaces),
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> TBS (Telephone Billing System)

b. FileMaker Pro Applications supported are:

> USAG: Personnel System, Excess Property, Security Office
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> USAG-DOIM: Personnel System, IP Address list, Telephone Admin System, Telephone Cables System, Billing Statements (SLA info)
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> OTSG: Personnel System (in San Antonio and Skyline)
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> Site R garrison: Excess Property

2. DOIM Responsibilities:

a. Provide ongoing support of the SQL environments and work closely with customers and application support team to resolve support issues.

b. Monitor SQL performance, storage/space requirements, and recommend/implement enhancements.

c. Research, analyze, recommend and implement new technologies, standard processes, tools and techniques.

d. Monitor and tune the SQL applications program performance.

e. Provide backup and recovery of applications, and troubleshoot technical problems.

f. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.

g. Install SQL application security patches to protect databases and applications.

3. Pricing/Billing Information: This service, the use of the SQL-based applications listed above, is actual charges and is based as the number of transactions executed by the organization in any of these applications. The DOIM used the history of all SQL applications use for FY04 (the only complete FY at the time this service was considered) as the basis for the costs for this service. For the base year of FY04 the costs for delivering this service was divided by the number of transactions to derive a

cost per transaction. This was rounded up to a cost per 10,000 transactions and that is the basis of cost that will be used for the charges in FY07. In subsequent years the costs basis will be updated to reflect the costs and transaction history of the previous FY.

4. Customer Responsibilities:
    a. Make requirements known to DOIM
    b. Request services and support by providing necessary request and or documentation
    c. Mission Partner will notify the DOIM as soon as possible on issues or problems that arise
    d. Provide the DOIM documentation referencing any future, and anticipated DBMS environment hardware/software upgrades
    e. Mission Partner will provide the DOIM 48 hours advance notice when requesting additional support outside standard business hours
    f. Provide the DOIM with appropriate pertinent information necessary when requesting new DBMS account
    g. Mission Partner will notify DOIM immediately when a user departs or changes duty station in order to remove user account from the DBMS environment
    h. Provide the DOIM advance notice to restore DBMS data.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.